The Library of Congress

Employee Guide



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About the Library of Congress

The Library of Congress is the nation's oldest federal cultural institution and serves as the research arm of Congress. It is also the largest library in the world, with millions of items in its vast collections.

The Library's mission is to support the Congress in fulfilling its constitutional duties and to further the progress of knowledge and creativity for the benefit of the American people.

Organizational Structure

An agency of the legislative branch of the U.S. government, the Library of Congress encompasses several integral service units (SUs). The SUs work together to provide the Congress, the federal government and the American people a rich, diverse and enduring source of knowledge to inform, inspire and engage them and support their intellectual and creative endeavors. The current organizational structure is outlined at the following link: www.loc.gov/about/.

Library of Congress Regulations

The Library of Congress maintains a system of regulations referred to as Library of Congress Regulations (LCRs). These regulations are found here www.loc.gov/staff/ogc/legal_ref/lcr/lcr_index.html and are sorted into categories by subject matter and responsible office. LCRs apply to you, except where specific Collective Bargaining Agreement (CBA) provisions exist that would contradict the LCR or where the CBA further regulates the issue at hand. To determine whether you are in a bargaining unit and covered by a CBA, look at block 37, under the "Position Data" section of any Notification of Personnel Action (SF-50). If the number in block 37 of your SF-50 is 8888, you are not covered by a CBA and all LCRs apply to you.

Bargaining Unit/Non-Bargaining Unit Identification Table

| 0075 | 2477 | 2910 | 8888 |
|---|--|--|------------------------|
| Congressional Research Employees Association (CREA) | AFSCME Local 2477 (Library of Congress Employees' Union) | AFSCME Local 2910 (The Library of Congress Professional Guild) | Non-Bargaining Unit |

Using Your Telephone and Voice Mail

Calling within the Library

When making an internal call, you only need to dial the last five digits of the telephone number. Note that all Library of Congress extensions begin with "7."

Calling outside of the Library

When making an external call, you must first dial "9." Note that the permissions assigned to your telephone determine whether you may make long distance calls.

Voice Mail Setup Quick Reference Guide

- 1. From your extension, dial 7-0677 to enter the Voice Mail System.
- 2. Listen for your name.
- 3. Enter your **password** after you are prompted (for new users the password is **1776** followed by the # sign).
- 4. Voice Mail will prompt you to **enter your new password** and **reenter** for verification.
- 5. After creating your new password, select option 3 from the main menu to create your personal greeting (and, in the future, to change your personal greeting).
- 6. Press 1 to record a greeting.
- 7. **Press 1** for personal greeting.
- 8. **Press 1** to record greeting, record the greeting after the tone and **press#** to approve.
- 9. Press#.
- 10. Press 5.
- 11. Press 5 to record your name.
- 12. After the tone record your name and press 1.
- 13. **Press #**.
- 14. To end the call press **9.

Note: Press *4 at any time for help. Please contact your Telecommunications Liaison for further assistance or visit: www.loc.gov/staff/its/phones/.

Voice Mail Message Retrieval Quick Reference Guide

- 1. **From your extension, dial 7-0677** to enter the Voice Mail System.
- 2. Listen for your name.
- 3. Enter your **password** followed by the # sign.
- 4. **Press 2** to get new messages.
- 5. **Press 1** to listen to a new message.
- 6. Press *D (*3) to delete a message.

Facilities Information

Entry and Exit

Entry and Exit Points

Entry and exit points for staff can be found at the following link: www.loc.gov/staff/buildings/buildingaccess.html.

For public visitors, click on the following link for buildings access information: www.loc.gov/visit/hours-of-operation/.

Entry procedures

All employees and visitors are required to pass through a metal detector and surrender all bags, purses and other carried items for scanning by an x-ray machine when entering any Library building. Library employees may use public entrances or entrances designated for staff only. (Note: waiting lines form at entrances during commuting hours).

Upon entering a Library building, you must display your employee identification badge and keep it visible at all times by clipping it to an outer garment or wearing it on a chain around your neck.

You can facilitate the entry inspection process by following these procedures:

- Display your employee ID badge
- Remove all metal items from your pockets and place them in a provided container before passing through the metal detector
- Do not attempt to bring prohibited items into Library buildings. These include weapons of any kind (e.g., firearms, explosives, knives, razors, box cutters) and oversized bags that will not fit through the x-ray machine
- Enter the buildings through staff-only inspection lanes, where available, at the designated entrances

All food and drink items in non-spillable containers (such as cans or bags) must be sent through the x-ray machine for inspection. Carry any items that might spill (such as drinks in paper cups) through the metal detector. If an alert is signaled, be prepared to open the containers for inspection.

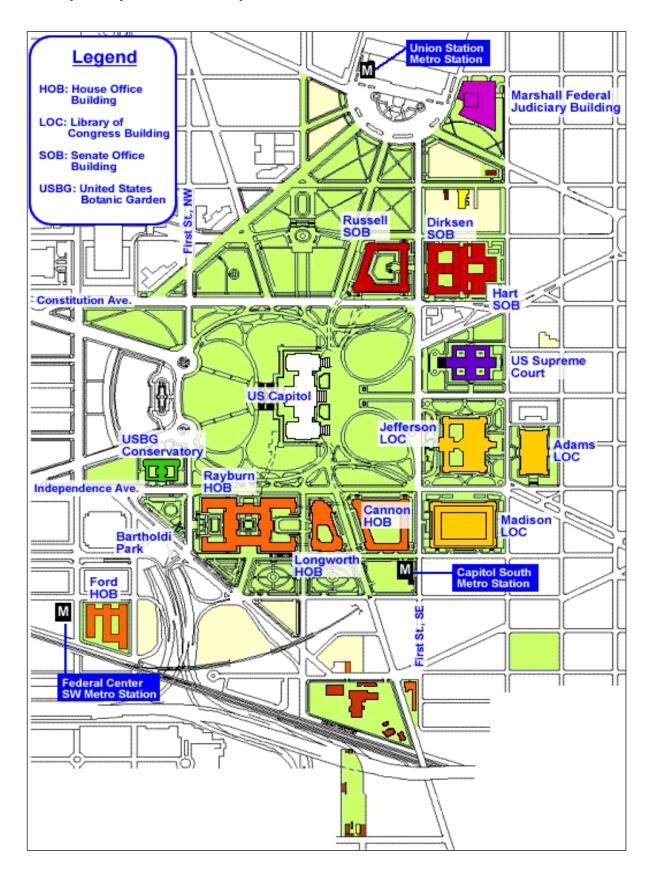
Exit procedures

Upon exiting a Library building, employees and visitors are required to open all containers and packages (including handbags, backpacks, luggage, boxes, bags and other such personal items) for inspection by a police officer.

Map: Library of Congress Campus



Map: Capitol Hill Complex



Emergency Instructions

Office Emergency Action Plans (OEAPs) provide emergency preparedness information critical to the life-safety of building occupants. The plans lay out building evacuation routes, evacuation assembly areas, shelter-in-place sites, relocation maps, and provide names and contact data of respective Floor Wardens, Office Emergency Coordinators (OECs), Shelter-in-Place Leaders, and other Evacuation Team Members. OEAPs are developed and maintained by OECs, while Floor Wardens maintain the respective Emergency Evacuation Team portions of action plans. New employees will be briefed by their OEC on their OEAP. The OEAP should be reviewed regularly by all employees. Though OEAPs outline specific actions to take during an emergency, staff should always follow special instructions given by U.S. Capitol Police.

Emergency dismissal/closure procedures

In the event of inclement weather or other unexpected events that may close Library facilities, call the Library's Emergency Information Line at (202) 707-0972 for instructions for reporting to work.

Human Resources Services

Human Resources Services (HRS) is responsible for the development and evaluation of policies, procedures and systems designed to support the Library's mission and priorities through collaborative leadership. HRS services include leading efforts to attract and retain a diverse, talented and results driven workforce; administering the Library's compensation programs; providing benefits, employee assistance consultation, centralized training, and staff development; initiating and managing negotiations with the Library's unions; and providing Library leadership and staff with expert consultation and guidance on the full range of human capital tactics, strategies and methods to ensure a high performing organization.

HRS' goal is to serve the Library of Congress by introducing innovative management strategies and techniques and by working with the Library's Service Units in planning for, securing, and managing the human resources that enable the Library to fulfill its mission. We strive every day to provide quality, customer-driven human resources services support.

Library Employment

Hiring

Competitive

Competitive hiring is the filling of Library vacancies through merit selection of qualified individuals. Merit selection refers to filling vacancies through a competitive process and includes promotions of employees accomplished through the competitive hiring process.

Non-Competitive Hiring

The non-competitive hiring process is an optional hiring flexibility involving a variety of student and special placement programs. A hire through the non-competitive process offers an established method to hire well-qualified candidates.

Incentives and Recruitment Tools

Recruitment tools are workplace flexibilities available to SUs to recruit and retain exceptionally qualified employees.

For additional information on hiring, incentives and recruitment tools click on the following link: http://staff.loc.gov/sites/hrc/.

Within-Grade-Increases

General schedule (GS) positions have ten steps of pay within each grade. Wage grade (WG) positions have five steps within each grade. Step increases, called withingrade increases (WGIs), for federal employees are based on satisfactory performance and the completion of a required waiting period between step increases.

Waiting Periods for WGIs

| GS WGIs | | | |
|---------|---------|-------|--|
| Steps | | Years | |
| 1-2 | 1 Year | | |
| 2-3 | 1 Year | | |
| 3-4 | 1 Year | | |
| 4-5 | 2 Ye | ears | |
| 5-6 | 2 Ye | ears | |
| 6-7 | 2 Years | | |
| 7-8 | 3 Years | | |
| 8-9 | 3 Years | | |
| 9-10 | 3 Years | | |

| WG/WL/WS WGIs | | | |
|---------------|-----------|-----------|---|
| Steps | | Weeks | S |
| 1-2 | 26 weeks | | |
| 2-3 | 78 w | veeks | |
| 3-4 | | 104 weeks | S |
| 4-5 | 104 weeks | | |

Hours of Work and Scheduling Flexibilities

Flexible work schedules are offered in many Library offices. These schedules, at the discretion of the respective service or infrastructure unit, allow you to choose your arrival and departure times to help balance work and family or personal responsibilities.

Flexitime Schedule is an eight-hour per day schedule that permits you to choose work hours on a daily basis. You may vary starting and stopping times within established limits. You may vary starting times between 6:30 a.m. and 9:30 a.m. (7:30 a.m. and 9:30 a.m. for CRS employees) and stopping times between 3:00 p.m. and 6:00 p.m. Credit hours can be earned for authorized work performed by you in excess of your regularly scheduled tour of duty on any workday up to a total of eleven hours. This work is compensated by an equal amount of time off.

Compflex and Maxiflex Schedules allow you to work more or less than 40 hours per workweek, provided that the total work hours for the two-week pay period equal 80 hours. A workday may consist of eight, nine or ten hours and non-workdays usually include Saturday and Sunday and may include Monday or Friday.

Compensatory Time Off is time off in lieu of payment for irregular or occasional overtime work or regularly scheduled overtime work.

Leave

Annual Leave may be used for vacations, rest and relaxation, personal business or emergencies. You have a right to take annual leave, subject to the right of your supervisor to approve and schedule the time at which annual leave may

be taken. The annual leave ceiling, the amount of leave that may be carried over into a new calendar year, is 240 hours for most employees.

Annual Leave Accrual Rates Based on Years of Service

| YEARS OF SERVICE | Hours Per Pay Period |
|---|--|
| Less than 3 years of service | 4 hours for each pay period (part-time employees earn 1 hour of leave for each 20 hours worked) |
| 3 years but less than 15 years of service | 6 hours for each pay period except 10 hours in the last pay period of the leave year (part-time employees earn 1 hour of leave for each 13 hours worked) |
| 15 or more years of service | 8 hours for each pay period (part-time employees earn 1 hour of leave for each 10 hours worked) |

Advanced Annual Leave may be granted by your supervisor, up to the amount of leave you are eligible to earn through the end of the current leave year.

Sick Leave may be used for personal medical needs, care of a family member/bereavement purposes, and/or adoption-related purposes. There are no limits on the amount of sick leave that can be accrued. Unused sick leave accrued by you may be used in the calculation of your annuity.

Sick Leave Accrual Rates

| Type of Appointment | Hours Per Pay Period |
|---------------------|--|
| Full Time Employees | 4 hours for each pay period |
| Part-time Employees | 1 hour for each 20 hours in pay status |

Advanced Sick Leave may generally be granted for a serious illness, an incapacitating condition lasting for five or more consecutive workdays. The Director for HRS may grant you sick leave in advance of its accrual up to a total of 240 hours. It is advanced with the understanding that the total leave advanced shall be charged to sick leave subsequently earned. You will repay advanced sick leave if separated before the advance is repaid, except in cases of death, retirement for disability, or when you are unable to return to duty because of disability.

LCR 2015, Leave Administration, contains procedures for non-bargaining unit employees to follow for using various types of leave. To the extent there is no conflict with bargaining unit language, the regulation applies to the procedures used for bargaining unit employees as well.

If provisions in the LCR are in conflict with the provisions in any of the CBAs, the language in the respective CBA prevails for covered employees. For additional

information about types of leave, see LCR 2015 at the following link: www.loc.gov/staff/ogc/legal/ref/lcr/2000/2015/2015.html.

Voluntary Leave Bank is a pooled fund of donated annual leave available to members of the leave bank who are absent due to a medical emergency. Permanent, indefinite or indefinite NTE Library employees are eligible to join. Members donate leave earned in one pay period per year (i.e., if you earn four, six, or eight hours in a pay period, this is the amount of your donation per year). Donations to the leave bank are not restricted by amount or membership; however, only members may use the donated leave for approved medical absences. For more information, visit the Leave Bank Program website at the following link: www.loc.gov/staff/leavebank or contact the HRS Customer Service Center.

Voluntary Leave Transfer Program (VLTP) LCR 2015-13, *Federal Leave Share Program*, contains procedures for sharing leave among federal employees. The Library's voluntary leave transfer program allows the unused accrued annual leave of one employee to be transferred for use by another employee who needs such leave because of a medical emergency. The "medical emergency" may be a medical condition of an employee or of a family member that is likely to require an employee's absence from duty for a prolonged period of time and to result in a substantial loss of income to the employee because of the unavailability of paid leave. For additional information, see LCR 2015-13 at the following link: www.loc.gov/staff/ogc/lcr/2015-13.html.

Payroll and Benefits

Employee Personal Page (EPP)

The EPP allows you to complete self-service changes and receive a confirmation of payroll and benefits, such as taxes, financial allotments, health insurance (only during open season) and more. It allows you to view your earnings and leave statement each pay period to confirm all proper deductions are being withheld from your pay. All employees are strongly encouraged to view this statement each pay period. Access it at:

www.nfc.usda.gov/EPPS/index.aspx?ReturnUrl=%2fepps



EPP User ID/Password Quick Reference Guide

The Employee Personal Page (EPP) allows employees serviced by the National Finance Center (NFC) to view their payroll, leave, health and life insurance, Wage and Tax Statement, and other personal information. EPP also allows employees (whose Agency participates) to use Employee Self Service (ESS), a self-service feature, to request updates to specific payroll information. Employees can access EPP from any computer at https://www.nfc.usda.gov/personal.

This Quick Reference Guide provides instructions for new and current employees on the EPP user identification (ID) and password process.

Are you a new employee accessing the Employee Personal Page (EPP) for the first time?

If you received a "Welcome to EPP" email at your Agency work email address with a temporary password and instructions for accessing EPP, then your Agency has already established you in EPP.

Log in using the steps below.

- Access EPP at https://www.nfc.usda.gov/personal.
- Enter your Social Security number (SSN) and temporary password. You will be prompted to enter a new user ID and password.

Optional Step:

At this point you can establish an EPP work email address and two additional alternate email addresses. **Note:** The EPP work email address should be a <u>valid</u> work email address on file for your Agency.

Enter the EPP work email address and the alternate email addresses in the Additional 1 E-mail and Additional 2 E-mail fields respectively. **Note:** The alternate email addresses may be your personal email account addresses.

- Answer the six security questions provided. Your entered information is displayed.
- Review your security questions responses and click Continue. You are now logged into your EPP.

If you did not receive a "Welcome to EPP" email at your Agency work email address, but do have a <u>valid</u> work email address (i.e., john.doe@usda.gov), then you need to complete the signup process in EPP.

Log in using the steps below.

- Access EPP at https://www.nfc.usda.gov/personal.
- Click the New User Signup link located under the login fields.
- 3. Enter your SSN and date of birth (DOB).
- Establish an EPP work email address Note: The EPP work email address should be a <u>valid</u> work email address on file for your Agency.

Enter the EPP work email address

 Click Continue. You will receive a message that your temporary password was emailed to you. Note: The temporary password email will be sent to your EPP work email address. Follow the instructions provided in the email.

If you did not receive a "Welcome to EPP" email at your Agency work email address and you do not have a <u>valid</u> work email address (<u>i.e., john.doe@usda.gov</u>), please contact your Agency Servicing Personnel Office (SPO) to request assistance with logging into EPP.

Time and Attendance

The Library uses WebTA for submission of bi-weekly time and attendance. WebTA is a collection of applications that permit time and attendance information to be entered by the employee, and verified/certified by the supervisor/manager electronically for transmission to the National Finance Center (NFC) payroll system. To access WebTA, click on the following link: https://cert.loc.gov/webta-lc/

Transit Subsidy

Library employees who use public mass transit to commute to work are eligible for a federally funded transit subsidy. The subsidy covers employees who commute via Metrorail, MARC, VRE, Metrobus, county commuter buses, and/or qualified vanpools. Eligible employees will receive a subsidy for their public mass transit expense. The subsidy allotments ("SmartBenefits") are used in conjunction with SmarTrip fare cards. NOTE: The transit subsidy does not cover parking expenses, including parking at Metro stations.

Information on how to apply for and use SmartBenefits can be found at the following link: http://staff.loc.gov/sites/hrs/

Employee Federal Benefits and Retirement

The Library offers Health (FEHB), life (FEGLI), dental and vision (FEDVIP), and long term care (LTC) insurance, thrift savings plans (TSP), and flexible spending accounts (FSAFEDS) to eligible employees. Benefit premiums are paid by you and a portion is paid for by the agency, depending on the benefit. For more information visit the following links: www.opm.gov/healthcare-insurance/ and www.tsp.gov/index.html

There are various retirement systems that an eligible employee can be covered under: CSRS, CS-Offset, FERS, FERS-RAE and FERS-FRAE or no retirement system FICA (social security only). An employee retirement system is based on your eligible/creditable civilian and/or military service. For more information visit the following link: www.opm.gov/retirement-services/

Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) is a free, confidential service that can assist you and eligible family members with any personal problems, large or small. For example, you can receive assistance with concerns such as marital conflict, depression or anxiety, stress management, career changes, alcohol or drug abuse, personal decision making, and more. You may choose to receive assistance over the telephone or in person. Currently, an on-site counselor is available to schedule in-person appointments on Monday through Thursday, between 9:30 a.m. and 2:30 p.m.

To schedule an in-person appointment, call 7-6389. For phone counseling, call Espyr, at 1-800-869-0276 or via TTY: 1-866-951-8021; 24-hour assistance is available.

Required Training

Required courses for Library staff are mandated based on legislation, regulations and directives to ensure you are aware of your roles and responsibilities. Additional courses may be required by your SU based upon your job responsibilities (e.g., Basic Emergency Care for Health Services Staff). For more information, visit the Office of Workforce Learning and Development (WLD) website at https://olc.loc.gov and click on "Required Training" or call WLD at 7-6348.



The Center for Learning and Development

WLD manages the Center for Learning and Development, which provides Library employees with a variety of training opportunities. You are encouraged to shape your career by learning new skills and seeking new challenges and work experiences. Talk to your supervisor about your career goals and explore the training opportunities available to you at the Library.

The Center for Learning and Development hosts two online training systems:

- Library of Congress (LOC) SkillPort
- Online Learning Center

LOC SkillPort is the Library's rich online catalog of SkillSoft™ e-learning resources for professional development and skills improvement. It contains thousands of learning assets that provide training and performance support across a wide range of business and IT competencies. LOC SkillPort includes over 2,500 online courses, 14,000 online books, and many additional assets such as videos, interactive simulations, expert live learning sessions, condensed summary briefs, curricula-based learning portals, and job aids. All of these resources are

available 24/7 to all Library employees from work or home. It also includes all of the mandatory online courses you are required to complete as a Library employee (e.g., Information Security Awareness, Ethics and Standards of Conduct, etc.).

You can also access these resources through your mobile device in the Skillsoft Learning App, which you can learn more about at the following link: www.loc.gov/extranet/cld/locskillport/mobileaccess.html.

Welcome to the Library of Congress (LOC) SkillPort site

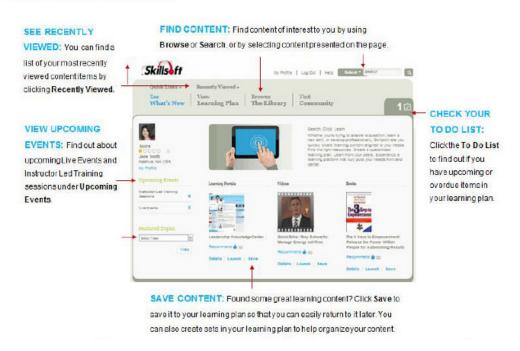
Contents: This site contains thousands of online courses, books, and other online learning assets. For access to instructor-led courses or the LOC mandatory online courses, please use the Online Learning Center (OLC).

Logging in:

- Go to the Center for Learning and Development homepage (https://olc.loc.gov) and click on the LOC SkillPort Login link (on the right hand side of the screen).
- When the Login Page displays, enter your LOC e-mail address as both the LOC e-mail and as your initial password. You will be requested to change your password on login.
- Then select Login to SkillPort.
 Result: The Home page displays summary information to help you develop an individualized learning plan and track your progress.



The LOC SkillPort e-learning site



The Online Learning Center (OLC) is the Library's web-based learning management system, which manages classroom training for all Library employees. Use the OLC to register for classroom training or other scheduled learning events you would like to attend. To access the OLC:

- 1. Go to the LOC Staff Intranet (<u>www.loc.gov/staff</u>).
- Select "Online Learning Center Login" (under Training & Career Development).

Note: You can also get to the OLC from any Internet-enabled computer by typing in https://olc.loc.gov.

3. Sign in with your LOC e-mail address and OLC password.

Note: Your OLC password will be given to you at orientation or emailed to you shortly thereafter. It is different from your LOC network login password.

| Online Learning Center Sign On | | | | |
|--|--|--|--|--|
| If this is your first time visiting the Online Learning Center, please click on the <u>First Time User?</u> link to receive a password and learn more about the OLC. If you have forgotten your password, click on the <u>Forgot Your Password?</u> link to have it reset. | | | | |
| Please sign on: | | | | |
| LOC E-Mail Address: Password: Sign On Example: jdoe@loc.gov Siqn-On Help | | | | |
| <u>First Time User?</u> <u>Can't Sign On?</u> <u>Forgot Your Password?</u> | | | | |

Once you sign on for the first time, you will be asked to change your OLC password. Your new password must conform to the following specifications:

- Minimum of 8 characters long, including at least three of the following:
 - o Uppercase alpha characters
 - o Lowercase alpha characters
 - o Numbers
 - o Special characters (such as !, @, #)

Getting Help

You can view tutorials on how to use the OLC to search for training, manage your development plan, or view your transcript. Click on "Need Help?" to view the tutorials or get additional assistance.



Development Programs

Supervisor Development Program

The Supervisor Development Program (SDP) was designed for supervisors in grades up to and including GS-15, to help them develop and maintain the professional and leadership skills needed to hire and cultivate a high-performing, diverse workforce at the Library. The SDP helps supervisors provide focused staff development that specifically supports the "Empowerment: Empower the workforce for maximum performance" strategic strategy of the Library's Strategic Plan.

The SDP is comprised of several required training courses and many optional, cyclical learning events such as supervisor forums, brown bags, and training courses targeted at helping supervisors meet the challenges of developing and managing Library staff. All supervisors up to and including GS-15 are required to take the mandatory courses.

Senior Leadership Development Program

The Senior Leadership Development Program (SLDP) is designed to provide continuous learning and development opportunities for senior leaders (GS-14s, 15s and Senior Level Executives (SLs)). The program enhances the competencies necessary for effective leadership at the senior level, including the Office of Personnel Management (OPM) Executive Core Qualifications (ECQs) along with additional LOC-specific qualifications. The SLDP includes two program components, one open enrollment component and one cohort component.

Leadership Development Program

The Leadership Development Program (LDP) is a competency-based training program for high potential employees from diverse backgrounds who are interested in broadening their knowledge and developing the skills that are the foundation of effective leadership. Selected participants are given opportunities to obtain education, training and experience needed to improve their current performance and enhance their leadership skills, knowledge of the Library's operations, and ability to serve in future leadership roles. Current full-time staff members in GS-11 through GS-13 positions with a minimum of two years of employment with the Library are eligible to apply for selection. The LDP provides focused staff development opportunities that support the Library's mission and strategic goals. While not a placement program, the LDP supports the agency-wide succession management strategy that ensures that the Library is staffed to meet current and future business needs.

Career Development Program

The Library offers a Career Development Program (CDP) to help staff members enhance their professional development, leadership skills, and knowledge of the Library's operational structure and major programs and initiatives. It is designed for eligible staff in grades GS-2 through GS-9 (excluding those in career ladder positions that exceed GS-9) and/or WG-2 through WG-9. While not a placement or promotion program, the CDP is intended to provide focused developmental opportunities that help staff members increase the knowledge, proficiencies, skills and qualifications needed to help them improve performance in their current jobs and prepare them for future opportunities.

For more information about the Library-wide development programs, visit the WLD website https://olc.loc.gov and click on "Development Programs" or call HRS/WLD at 7-6348.

Workforce Performance Management

Workforce Performance Management (WPM) is the cyclical process by which the Library cultivates a results-oriented, high-performing staff that has a direct impact on the achievement of the Library's mission and strategic goals.

WPM is designed to:

- Engage and inspire employees to build long-term careers at the Library
- Set clear, goal-aligned performance expectations
- Provide employees with timely, constructive feedback about performance
- Conduct performance appraisals that acknowledge key accomplishments
- Provide "rewards" based on well-defined, distinct levels of performance
- Support professional growth, awareness, and skill-building

You should expect to participate actively in the WPM process by:

- Engaging in effective two-way discussions with your supervisor
- Providing input on what measures should be used to describe a successful or satisfactory level of performance
- Suggesting what outcomes should be expected as a result of your doing your job at a successful or satisfactory level and above
- Seeking opportunities to learn and grow in your work life and career

For more information on WPM at the Library, visit the WLD website https://olc.loc.gov and click on "Workforce Performance Management Program."



Special Employee Programs

The Library of Congress offers many valuable and convenient services to its employees, including the following:

Credit Union

The Library of Congress Federal Credit Union (LCFCU), located in LM 634, is a member-owned, full-service financial institution dedicated to providing high-quality financial services and serving the diverse financial needs of its members. The LCFCU's many services include savings and investment accounts, loan services (e.g., auto, mortgage, home equity line of credit, personal), and credit card accounts.

Health Services Office

The Library of Congress Health Services Office (HSO), located in LM G-40, serves as the employee health and occupational medical center for the Library. Staffed with a physician, nurses and other medical professionals, the HSO is committed to promoting and maintaining optimal health and wellness of all Library employees.

A Fitness/Wellness Associate is on duty part time in the Wellness Center, located in the Adams building in rooms LA SB-35, SB-36 and SB-37. The Associate provides

orientations to the center and equipment, monitors the use and condition of equipment, and provides basic recommendations on low to moderate exercise programs.

Disability Accommodations

The Library provides accessibility and accommodation services to employees in need of special assistance, in accordance with the Americans with Disabilities Act (ADA). The Interpretive Services Program (ISP) provides interpreting services for Library employees, applicants, and visitors who are deaf, blind, or hard of hearing, so that they may fully participate in the Library's work environment and programs. ADA requests can be submitted to ADA@loc.gov and ISP requests can be submitted using the following form:

http://staff.loc.gov/sites/eeodp/interpreting-services-program-request-form/.

Childcare Center

The Library of Congress Child Care Association, a non-profit affiliate of the Library, operates a full-time childcare center. Located on Capitol Hill near Eastern Market, the Little Scholars Child Development Center provides children of Library and other federal employees with an environment that fosters love of learning and curiosity about the world around them. Little Scholars provides care for children ages 3 months to 5 years.

Book Borrowing

You may borrow books from the Library's vast general collections. To take advantage of this exclusive benefit, set up a Borrower's Account with the Collections Access, Loan and Management (CALM) division office located in LM G39, LA 5244, LJ G24, or in Alcove 1 inside the Main Reading Room of the Jefferson Building.

Travel Service

SatoTravel books and manages all Library travel reservations. If you travel on Library business, make your reservations through SatoTravel.

Gift Shop

The Library operates a full-service gift shop on the ground floor of the Jefferson Building. Store hours are Monday through Saturday 8:30 a.m. to 4:30 p.m. Employees receive a 10% discount on all purchases, with a Library of Congress employee identification badge.

Parking Program

Library employees are encouraged to use Metro for their commute to Capitol Hill facilities. The Library also has a limited number of on-site garage parking spaces assigned to permanent staff based on priority:

- Permanent handicap (tag required)
- Special work schedule
- Carpool
- Length of service

The Gazette

The Gazette is the weekly newspaper for staff. It can be found on-line at the following link: www.loc.gov/staff/gazette. Print versions can be found in newsstand boxes located throughout the Library of Congress in the Jefferson, Madison and Adams buildings.

Employee Organizations

Labor Unions (Bargaining Units)

Three separate labor unions represent the interests of specific populations of nonsupervisory staff at the Library of Congress. Each union negotiates its own CBA with the Library's senior management. Library staff who are eligible for a specific labor union are covered by the terms of the applicable bargaining agreement whether or not they officially become members. The three labor unions are described below.

AFSCME Local 2477

Local 2477 of the American Federation of State, County, and Municipal Employees (AFSCME) is affiliated with the AFL-CIO, and is commonly referred to as "The Employee's Union." This union represents the interests of all employees of the Library of Congress, including regular part-time employees, but excluding all "professional" employees as defined in 5 USC 7103(a) (15): management officials, supervisors, temporary employees with appointments of ninety (90) days or less, employees of the Federal Research Division, Congressional Research Service, and all employees excluded from the definition of employees by 5 USC 7103 and 7112.

AFSCME Local 2910

Local 2910 of the AFSCME is affiliated with the AFL-CIO as well, and is commonly referred to as "The Guild." This union represents the interests of all professional employees of the Library, including permanent and indefinite part-time employees, but excluding temporary employees with appointments of ninety (90) days or less, employees of CRS, HRS, and the Federal Research Division, and all persons excluded from the definition of employees by 5 USC 7103.

Congressional Research Employees Association

The Congressional Research Employees Association is affiliated with the International Federation of Professional and Technical Engineers (IFPTE) Local 75, and is commonly referred to as "CREA." This union represents the interests of all employees in professional and non-professional positions within CRS, except for persons excluded from appropriate units by 5 USC 7112(b).

Employee Associations and Clubs

Employee associations and clubs represent a range of interests across the Library's diverse staff. Membership is open to all who are interested in participating. Detailed information about joining the following employee associations and clubs can be found at the following link: www.loc.gov/staff/page.php?name=clubs.

Employee associations at the Library of Congress include:

Blacks in Government (BIG), LC Chapter

BIG is a national grass roots organization that promotes and supports the well-being, education, and professional development of African Americans in the federal, state, county and municipal sectors. BIG is a national response to the need for African Americans in public service to organize around issues of mutual concern and to use their collective strength to confront workplace and community problems. BIG's goals essentially are to promote equity in all aspects of American life, excellence in public service, and opportunity for all Americans.

Daniel A. P. Murray African American Culture Association

Established in 1979, the mission of this association is to "increase awareness and appreciation of African American culture, through educational, scholarly, cultural, benevolent, civic and nonprofit social activities."

LC Asian American Association (LCAAA)

This association is "organized exclusively for charitable, educational, and literary purposes, with an emphasis on those focused on Asians and Asian-Americans."

LC Childcare Association (Little Scholars)

Operated by the LC Childcare Association, a non-profit affiliate of the Library, Little Scholars is dedicated to providing high quality childcare for employees of the Library, other legislative branch offices, other federal departments and agencies, and children in the community.

LC Chorale

For over 40 years, the LC Chorale, one of the longest-standing employee choruses in the country, has performed for the education, enjoyment, and cultural enrichment of the Library, its members, and its audiences. The Chorale rehearses weekly and performs two major annual concerts and at other events throughout the year. The Chorale welcomes employees, contractors, volunteers, and retirees who seek the opportunity to sing together in a professional-quality chorus.

LC Cooking Club (LCCC)

Established in 1949, the Library of Congress Cooking C is the Library's oldest recognized employee organization. LCCC is a gathering of Library employees and retirees who sponsor noontime talks on the cultural aspects of food, nutrition, and good eating.

LC Deaf Association (LCDA)

The purpose of LCDA is to serve as a resource in support of efforts by the Library and labor organizations to identify and eliminate discriminatory policies affecting deaf and hard of hearing employees, increase awareness of deaf and hard of hearing issues, encourage employment at all levels within the Library, promote more career related opportunities for deaf or hard of hearing federal employees, and support the Library in pursuing its objectives toward workforce diversity.

LC Gay, Lesbian, or Bisexual Employees (LC-GLOBE)

LOC-GLOBE serves as "an educational, recreational, and cultural forum that endeavors to provide information to assist in eliminating prejudice and discrimination against gay men, lesbians, bisexuals, and transgender persons; educate Library of Congress employees at all levels about the issues of concern to their lesbian, gay, transgender, and bisexual colleagues, children, relatives and friends; and more."

LC Hispanic Cultural Society

The purpose of this Society is "to preserve, promote, and share all aspects of Hispanic culture among Library of Congress employees through sponsorship of scholarly, educational and cultural activities in the arts, humanities and social sciences; and through its publications."

LC Professional Association (LCPA)

Established in 1969, the mission of the LCPA is to "help foster communication in the Library, to promote staff interaction, to create an independent platform for

discussion of Library issues, and to improve the knowledge and skills of LC employees."

LC Toastmasters

The LC Toastmasters Club is a Toastmasters International chartered club and is a recognized employee's group of the Library. It was founded in 2000 to help individuals improve their communication and leadership skills in a supportive, friendly environment.

Organization of Employees with Disabilities (OED)

The mission of the OED is to assist those with present and future disabilities to have a clearinghouse for information on workplace accommodations, universal design, programs, and services at the Library.

Food Services

Several food service areas are available in Library buildings on Capitol Hill. Two dining and food service areas are located in the James Madison Memorial Building and one is in the John Adams Building. Information and public hours are listed below.

Key: LM=Madison Building; LA=Adams Building; LJ=Jefferson Building

Madison Café (LM 625)

Monday through Friday Breakfast, 8:30 a.m. to 10:30 a.m.

Lunch, 11:00 a.m. to 2:00 p.m.

Limited Service, 10:30 a.m. to 11:00 a.m. and 2:00 p.m. to 3:30 p.m. Limited service is hot and cold beverages, made to order grill items and cold grab and go items

Madison Snack Bar (LM G47)

Subway, Monday through Friday, 10:00 a.m. to 4:00 p.m. Dunkin Donuts, Monday through Friday, 8:30 a.m. to 4:00 p.m. Seating, microwave and WiFi are available

Adams Snack Bar (LA 110)

Monday through Friday, 8:30 a.m. to 3:30 p.m.

Jefferson Coffee Shop (LJ Cellar Level)

Monday through Friday, 8:30 a.m. to 4:00 p.m. Saturday, 8:30 a.m. to 2:00 p.m.

Jefferson Southwest Courtyard (LJ Cellar level)

Seating is available in the courtyard April through September from 9:30 a.m. to 3:00 p.m.

Vending Machines (LM G47, LM-216, LM-440, LJ-C25 & LA-115)

Monday through Friday, 8:30 a.m. to 9:30 p.m.

Saturday, 8:30 a.m. to 5:00 p.m.

LJ-C25 Vending Room has seating and a microwave and is open on federal holidays when the Great Hall is open to the public.

Neighborhood Services

Banks

Bank of America 201 Pennsylvania Avenue, SE

202.624.4600

Capital One Bank 336 Pennsylvania Avenue, SE 202.543.2510

Citibank 600 Pennsylvania Ave, SE 202.800.2457

Wells Fargo Bank 215 Pennsylvania Avenue, SE 202.628.3365

Restaurants and Cafes

Bullfeathers 410 First Street, SE 202.484.0228

Burrito Brothers 205 Pennsylvania Avenue, SE 202.543.6835

Café Recess 209 Pennsylvania Avenue, SE 202.544.3049

Pret A Manger 301 Pennsylvania Ave SE 202.547.1025

Firehook Bakery 215 Pennsylvania Avenue, SE 202.544.7003

Good Stuff Eatery 303 Pennsylvania Ave, SE 202.543.8222 Hawk 'n' Dove 329 Pennsylvania Avenue, SE 202.547.0030

Le Bon Café 210 2nd Street, SE 202.547.7200

Pete's Diner 212 2nd Street, SE 202.544,7335

Sonoma Restaurant and Wine Bar 223 Pennsylvania Avenue, SE 202.544.8088

Starbucks 237 Pennsylvania Avenue, SE 202.544.9783

Subway 406 First Street #2, SE 202.547.7827

Sweetgreen 221 Pennsylvania Ave, SE 202.547.9338

Talay Thai 406 First Street, SE 202.546.5100

Tortilla Coast 400 First Street, SE 202.546.6768

Tune Inn 331 Pennsylvania Ave, SE 202.543.2725

We, the Pizza 305 Pennsylvania Ave, SE 202.544.4008

Young Chow 312 Pennsylvania Ave SE 202.544.3030

Useful Contact Information

| Function | Who | Phone/Email | Location/Website |
|--|---|------------------------------|--|
| Book Borrowing | | | |
| Registration | Collections Access, Loan and Management (CALM) | 7-5441 | LM G39 LA 5244 LJ Main Reading Room www.loc.gov/staff/rr/ security/procedures. html#bookcheckout |
| Building Services | | 1 | |
| Facilities operations | Integrated Support Services (ISS) | 7-9938 | http://staff.loc.gov/si tes/iss/about- iss/facility-operations- services/ |
| Closures due to emergency or inclement weather | Emergency Information Line | 7-0972 | |
| Electrical, heating, or plumbing | Architect of the Capitol | 7-5157 | |
| Housekeeping | CHIMES Services | 7-7163 | |
| Keys | Physical Security | 7-2422 | http://staff.loc.gov/si tes/osep/physical- security/keys/ |
| Parking | Parking Program Office | 7-5822 | www.loc.gov/staff/iss/parking.html |
| Childcare Services | | _ | |
| Little Scholars | LC Childcare Association | 202-547-5222 | http://staff.loc.gov/si tes/littlescholars/ |
| Credit Union | T | T | |
| Credit Union | LCFCU | 7-5852 | LM 634 |
| Automated Teller Machines (ATMs) | LCFCU | 7-5852 | LM – ground and sixth floors (near 625) |
| Disability Accommodation | | T | |
| ADA requests | Office of Equal Employment Opportunity and Diversity Programs (EEODP) | 7-6362 ada@loc.gov | LM 623 |
| Interpretive Services Program | EEODP | 7-6362 <u>isp@loc.gov</u> | LM 623 |
| Emergency Services | | | |
| General information | Office of Security and Emergency Preparedness (OSEP) | 7-8708 | LM G03 |
| Emergency preparedness | OSEP | epp@loc.gov | LM G03 |

| Function | Who | Phone/Email | Location/Website | |
|---|------------------------------------|-------------------------|--------------------------------|--|
| Employee Assistance Program | | | | |
| On-site counseling | Employee Services Section | 7-6389 | LM 107 | |
| Telephone counseling (available 24 hours) | Espyr | 1-800-869-0276 | www.espyr.com | |
| Food Services | | | <u> </u> | |
| Cafeteria (Madison) | | 7-8300 | LM 625 | |
| Starbucks | | 7-8300 | LM 625 | |
| Subway Sandwich Shop | | 7-8300 | LM G47 | |
| Dunkin Donuts | | 7-8300 | LM G47 | |
| Cafe (Adams) | | 7-8300 | LA 110 | |
| Coffee shop (Madison) | | 7-8300 | LM G47 | |
| Fraud, Waste or Abuse | | 1 0000 | LIVI O I7 | |
| Report fraud, waste or | Office of the Inspector | 7-6306 | www.loc.gov/staff/oi | |
| abuse | General (OIG) | <u>oighotline</u> | g/ | |
| abuse | | @loc.gov | 97 | |
| Gift Shop | | <u>=100.gov</u> | | |
| Library of Congress Shop | Office of Business Enterprises | (888) 682-3557 | LJ G62 | |
| Health Maintenance | , | 1 | | |
| Medical services | Health Services Office | 7-8035 | LM G40 | |
| Fitness/Wellness Center | Wellness Associate | 7-8035 | LA SB-35 | |
| Human Resources Service | ı | | | |
| Payroll, employee benefits, & retirement Leave administration | Employee Services Section (ESS) | 7-5627 askhr@loc.gov | LM 107 | |
| Time & attendance Transit subsidy Official personnel records Length of Service Awards | | | | |
| Training and | Office of Workforce | 7-6348 | LM 654 | |
| development | Learning and Development (WLD) | cld@loc.gov | | |
| Employee-Mgmt | Office of Workforce | 7-6966 | LM 653/LM 654 | |
| Relations | Management (WFM) | 7-2536 | | |
| Labor-Mgmt Relations | | 7-1130 | | |
| Performance | | | | |
| management | | | | |
| Labor Unions | | | | |
| AFSCME Local 2477 | Union representative | 7-6291 | LM G41 www.afscme.org/ | |
| AFSCME Local 2910 (The Guild) | Union representative | 7-6493 | LM G41 www.guild2910.org/ | |
| Congressional Research Employees Association | Union representative | 7-7636 | LM 412 http://creaunion.org | |
| (CREA) | | | <u>/</u> | |

| Function | Who | Phone/Email | Location/Website |
|--------------------------|---------------------|-------------------------------|------------------|
| Security | | | |
| Background | Personnel Security | 7-5618 | LM B15 |
| investigations | | | |
| Public Trust positions | | | |
| National Security | | | |
| positions | | | |
| Security clearances | | | |
| Employee ID badge | Badging Station | 7-6361 | LM G11 |
| Fingerprinting | Physical Security | 7-9410 | LM G10 |
| Police | Capitol Police | 7-1000 | |
| Technology support | | | |
| Computer help | Office of the Chief | 7-7727 | LM 118 |
| Telephone help | Information Officer | | |
| Computer security issues | (OCIO) | | |
| Travel | | | |
| Reservations | SatoTravel | (866) 575-7286 (during hours) | |
| | | (877) 698-2472 (after hours) | |
| Reimbursement | Travel Office | 7-5183 | LM 613 |

Acronyms and Abbreviations

As is true with other federal agencies, the Library of Congress uses many acronyms. While the following list is not exhaustive, it does include many of the acronyms you are likely to encounter at the Library.

AFSCME American Federation of State, County, and Municipal Employees

(Guild 2910 and Union 2477)

AOC Architect of the Capitol

CALM Collections Access, Loan and Management

CBA Collective Bargaining Agreement CFC Combined Federal Campaign

CLD Center for Learning and Development

COP Copyright

COR Contracting Officer's Representative

CREA Congressional Research Employees Association

CRS Congressional Research Service
CSRS Civil Service Retirement System
EAP Employee Assistance Program

EEODP Office of Equal Employment Opportunity and Diversity Program

EPP Employee Personal Page
ESS Employee Services Section

FEDVIP Federal Employees Dental and Vision Program

FEGLI Federal Employees Health Benefits
FEGLI Federal Employees Group Life Insurance
FERS Federal Employees Retirement System

FLICC Federal Library Information Center Committee
FLTCIP Federal Long Term Care Insurance Program

FSAFEDS Federal Flexible Spending Accounts
GLIN Global Legal Information Network

HRS Human Resources Services
ISS Integrated Support Services
ITS Information Technology Services
KSAs Knowledge, Skills, and Abilities

LC or LOC Library of Congress

LCFCU Library of Congress Federal Credit Union

LCR Library of Congress Regulation
LIBN (Office of the) Librarian of Congress

LA Library – Adams (building)
LJ Library – Jefferson (building)
LLC Law Library of Congress
LM Library – Madison (building)

LS Library Services

NIO National and International Outreach

NDIIP National Digital Information Infrastructure and Preservation Program

NDL National Digital Library
NFC National Finance Center

OCIO Office of the Chief Information Officer OCFO Office of the Chief Financial Officer

OCGM Office of Contracts and Grants Management

OCOO Office of the Chief Operating Officer
OIG Office of the Inspector General
OGC Office of the General Counsel

OLC Online Learning Center

OPM Office of Personnel Management

OSEP Office of Security and Emergency Preparedness

PAO Public Affairs Office

PAR Personnel Action Recommendation

SU Service Unit TSP Thrift Savings Plan

WebTA Time and Attendance System

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Human Resources Services